

1. All of the following are goals of FEMA's Diversity Action Plan EXCEPT FOR:
 - a. Build a work environment that minimizes differences in perspectives and outlooks.
 - b. Build, retain, and engage a diverse workforce that reflects those we serve.
 - c. Build a work environment that is inclusive and promotes diversity principles, values, and best practices.
 - d. Build commitment to a diverse FEMA through education and accountability.
2. If you make a cultural communication misstep, the best thing to do is to:
 - a. Avoid causing more harm by pretending that nothing happened.
 - b. Explain the policy that justifies your actions.
 - c. File a report to document the incident.
 - d. Apologize and express a willingness to learn.
3. Groups with more diverse members are effective at solving difficult problems because they:
 - a. Debate every small nuance of each issue or problem.
 - b. Establish a traditional leadership structures to facilitate rapid decisionmaking.
 - c. Leverage the different opinions and outlooks of the group members.
 - d. Share responsibility equally among group members.
4. According to the U.S. Census Bureau, our population is becoming more racially and ethnically similar.
 - a. True
 - b. False
5. Culture influences all of the following EXCEPT FOR:
 - a. Notions of time.
 - b. Ability to empathize with disaster survivors.
 - c. Values that influence decisionmaking.
 - d. Beliefs and reactions to situations.
6. Diversity is:
 - a. About being inclusive of individual differences such as communication styles.
 - b. Primarily the responsibility of specialists working in human resources and equal employment opportunity.
 - c. Related to race and ethnicity rather than internal aspects such as work experiences.
 - d. Part of mandatory quotas required by the Civil Rights Act.

7. Diversity is generally defined as acknowledging, understanding, accepting, valuing, and celebrating the variety of characteristics that make individuals unique.
 - a. True
 - b. False

8. Review the statements below. Which statement is TRUE?
 - a. Diversity is simply a matter of being nice to others.
 - b. Cultural values remain constant and unchanging through life.
 - c. Recognizing generational traits is part of understanding workforce diversity.
 - d. Reactions to disaster warnings are similar across cultures.

9. During deployment of the disaster workforce, the Federal Coordinating Officer has the sole responsibility for fostering a positive and inclusive culture.
 - a. True
 - b. False

10. Something as simple as the way you introduce yourself can bridge cultural differences and improve understanding of disaster assistance programs.
 - a. True
 - b. False